



TrustLine

TRUSTLINE REGISTRY

“The California Registry of In-Home Child Care Providers”



WHAT IS THE TRUSTLINE REGISTRY?

TrustLine was created by the California Legislature to offer parents, employment agencies, child care resource and referral programs, and child care providers access to a background check conducted by the California Department of Social Services (CDSS). This includes checks of the Criminal History System and Child Abuse Central Index (CACI) at the California Department of Justice (DOJ) and a check of Federal Bureau of Investigation (FBI) records. The TrustLine Registry is maintained by CDSS and may be checked through the California Child Care Resource and Referral Network (CCCRRN) by calling **1-800-822-8490**.

The CDSS, the CCCRRN, local child care resource and referral programs, parents and child care providers have worked together to develop the TrustLine Registry. The TrustLine Registry is made up of child care providers who have submitted an application to CDSS and their fingerprints to the Department of Justice background clearance process. Individuals listed on TrustLine do not have 1) disqualifying criminal convictions listed on the Criminal History System; 2) substantiated reports of child abuse listed on the CACI; and 3) disqualifying criminal convictions listed on the FBI Criminal History System. All reports of child abuse found in the CACI will be confirmed with local child protective agencies before they are used to evaluate a TrustLine applicant.

TrustLine is for parents who use in-home and license exempt child care providers, employment agencies, transport escort services, in-home educators and in-home counselors. An in-home child care provider provides care in the child's home (i.e., babysitters, nannies, au-pairs). A license exempt child care provider is an individual who provides child care in his or her own home and is not required to be licensed by CDSS. An employment agency (nanny agency) places individuals in home-based settings to care for children. A transport escort service transports minors across state lines with permission from the minor's parents, custodial parent or legal guardian. In-home educators and counselors tutor or counsel children within the home.

HOW TRUSTLINE BENEFITS PARENTS

Parents know they must be very thorough when selecting someone to care for or transport their child. They interview carefully, check references and evaluate the provider's character using their own good judgment. The TrustLine Registry gives parents one more tool to use when it comes time to choose a child care provider.

Parents can call **1-800-822-8490** between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday to determine if the child care provider he or she is considering has registered with TrustLine. If the individual has not yet registered, information on how a provider can apply to TrustLine will be provided.

HOW TRUSTLINE BENEFITS PROVIDERS

When you interview with parents to become a caregiver for their children, you answer questions and supply references. By being listed on the TrustLine Registry you offer added reassurance and demonstrate to parents that you are serious about your profession as a child care provider. Once you are registered, failure to notify the TrustLine Registry Program of a change of mailing address within 10 days will result in your name being removed from the Registry.

If no disqualifying criminal convictions are found on the California Criminal History System, and no reports of substantiated child abuse are found on the Child Abuse Central Index, your name will be placed on the TrustLine Registry pending the FBI check. If you are not listed on the TrustLine Registry because of a disqualifying conviction or a substantiated child abuse report, the CDSS offers an appeal process to allow you to demonstrate your good character. If the appeal is decided in your favor, you will be placed on the TrustLine Registry.

HOW TO APPLY

To become listed on the TrustLine Registry, you must complete the attached application and follow the fingerprint instructions for either the Live Scan, Manual or Transfer process.

LIVE SCAN PROCESS - Complete this application and the Live Scan application form. Schedule an appointment to have your fingerprints scanned with either the Community Care Licensing Live Scan vendor at **1-800-315-4507** or at a Department of Justice Live Scan site - either a Police Department or Sheriff's Office. Take the Live Scan form with you to the Live Scan site. You must contact the Live Scan site at least 24 hours in advance if you are unable to keep your appointment. Submit the completed TrustLine application form and a copy of the Live Scan form along with the appropriate fee to the address listed in Box 9 on the TrustLine application form or contact **1-800-822-8490** for information.

Processing Fees:

- Community Care Licensing Live Scan site:
Make check or money order in the amount of \$87.00, payable to the Live Scan vendor and an additional check or money order in the amount of \$43.00, payable to the Department of Social Services.
- Police or Sheriff's Live Scan site:
Make one check or money order in the amount of \$71.00, payable to the Department of Justice and make one check or money order in the amount of \$43.00, payable to the Department of Social Services. The \$71.00 fee does not include the Live Scan fingerprint rolling fee charged by the Police or Sheriff's Department. This fee varies by site and is paid to the law enforcement agency.

MANUAL PROCESS - Complete this application and have your fingerprint impressions placed on one TrustLine fingerprint card (FD 258). Submit the completed application and fingerprint card along with the appropriate fee to the address listed in Box 9 on the TrustLine application form or contact **1-800-822-8490** for information.

Processing Fees:

Make check or money order in the amount of \$124.00, payable to Department of Social Services. The fingerprint rolling fee varies by site and is paid directly to the fingerprint service agency.

TRANSFER PROCESS - If you are currently licensed by the Community Care Licensing Division or working in a facility licensed by Community Care Licensing, you may transfer your criminal history clearance from Community Care Licensing Division to the TrustLine Registry Program. Check the appropriate boxes in section 8 and submit the completed TrustLine application form along with a photocopy of your I.D. to the address listed in Box 9 of the TrustLine application form or contact **1-800-822-8490** for information. Make one check or money order in the amount of \$43.00, payable to Department of Social Services. If you are transferring your background clearance from a non-child care facility type, a Child Abuse Central Index check is needed and an additional amount of \$15.00 is required. *NOTE: This does not apply to County licensed facilities.*

Application Process	Payment to CDSS	Payment to Live Scan Site
Community Care Licensing Live Scan Vendor	\$43.00	\$87.00 (Includes fingerprint imaging fee.)
DOJ Live Scan Site	\$43.00	\$71.00 (Fingerprint imaging fee varies by site.)
Manual Process	\$124.00 (Fingerprint rolling fee varies by site.)	None
Transfer Process	\$43.00 (\$15.00 fee for Child Abuse Central Index check, if needed.)	None

TRUSTLINE REGISTRY APPLICATION INSTRUCTIONS

PRINT ALL INFORMATION EXCEPT SIGNATURE

1. Print your full legal name. Do not use nicknames. The printed name and the signature on the application and the fingerprint card must be the same. *NOTE: We recommend that you use the name that is on your identification card. If your I.D. lists your maiden name but you are using a married name, use the married name as the main name and the maiden name as the AKA. If your signature is missing on the application or fingerprint card, the application will be returned.*
2. List all other names you have ever used. *NOTE: This includes aliases such as 'Beth' if used as a legal name.*
3. Print your complete residence address. *NOTE: City names must be spelled out. Abbreviated city names will not be accepted. Make sure your full residence address is on the fingerprint card / Live Scan form.*
4. Print your complete mailing address, if different than residence address. **Once you are registered, failure to notify the TrustLine Registry Program of a change of mailing address within 10 days will result in your name being removed from the Registry.**
5. List your date of birth, sex, ("M" for male or "F" for female), height, weight, eye color, and hair color.
NOTE: You must be 18 years of age or older to apply for the TrustLine Registry.
6.
 - a) Print your Social Security Number, Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798 et seq.) , notice is given for the request of your Social Security Number (SSN) on this form. The requested SSN is voluntary. Failure to provide the SSN may delay the processing of this form and the criminal record check. The law requires that you complete a background check (Health and Safety Code Section, 1596.603). The Department will create a file concerning your criminal background check that will contain certain documents, including information that you provide. You have the right to access certain records containing your personal information maintained by the Department (Civil Code Section 1798 et seq.). Under the California Public Records Act, the Department may have to provide copies of some of the records in the file to members of the public who ask for them, including newspaper and television reporters.
 - b) Print your identification number, which is required. *NOTE: You must list one of these four I.D.s: California Driver License; California I.D. card; Alien Registration Card; or a numbered, picture I.D. issued from a state other than California. If the application has only a Social Security Number without one of the four acceptable I.D.s., it will be returned.*
7. List a daytime and evening telephone number.
8. **TRANSFER PROCESS:** Mark the appropriate boxes **Yes or No**.
9. Mail application to the address shown.

Applicant have you.....

 - 1.) Used exactly the same name on the application and fingerprint card/Live Scan form?
 - 2.) Included the appropriate identification number (i.e. California Driver License)?
 - 3.) Had your prints taken on an FD-258 fingerprint card or submitted your prints through Live Scan?
 - 4.) Signed and dated the application?
 - 5.) Included the appropriate fee?
10. Read "How To Apply" section.
11. Read the instructions and mark the appropriate boxes Yes or No. Your signature is required. *NOTE: If you mark "yes", be sure to enclose a statement describing the arrest or child abuse investigation.*
12. Please check the appropriate box. Nanny Agencies and Transport Escort Services should print their name and address. Write your agency code number in this box.
13. Child Care Resource and Referral Program: ID #



TRUSTLINE REGISTRY



IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER APPLICATION

See the back of this sheet for complete instructions. Print clearly in black ink.

1. NAME: LAST	FIRST	MIDDLE
2. LIST ALL OTHER NAMES YOU HAVE EVER USED, SUCH AS MAIDEN OR ALIASES. (AKAs)		
3. RESIDENCE ADDRESS:	STREET	APT#
	CITY	STATE
	ZIP CODE	COUNTY
4. MAILING ADDRESS (IF DIFFERENT):	P.O. BOX/STREET	APT#
	CITY	STATE
	ZIP CODE	COUNTY
5. DATE OF BIRTH	SEX	HEIGHT
	WEIGHT	EYE COLOR
		HAIR COLOR
6a. SOCIAL SECURITY NUMBER (Voluntary)		6b. DRIVER'S LICENSE OR ID# / ALIEN REGISTRATION/OUT-OF-STATE ID#
7. TELEPHONE NUMBERS:		
DAY:		EVENING:
8. TRANSFER PROCESS: Are you currently licensed or working in, a facility licensed by the California Department of Social Services Community Care Licensing? Do you want to transfer your Criminal History Clearance from Community Care Licensing to TrustLine? (If yes, fingerprints are not required.) Enter the Facility number. Facility # (Include photocopy of I.D.)		

Mail this application to the address in Box 9.

Mail Application to:

9. Department of Social Services
Program Support Bureau
Attn: TrustLine Registry Program
744 P Street, M.S. 19-57
Sacramento, CA 95814

10. Fees are required to process this application. The required fees are listed in the "How To Apply" section of the application.

11. **You must answer each of the following questions.** If your answer is "yes" to either question, mark the "yes" box and attach a detailed statement describing the crime(s) and/or child abuse investigation, the approximate date, location, court, and the sentence, if any. Also attach any relevant documents. If the answer is "no" to either question, mark the "no" box.

Have you ever been convicted of a criminal offense including entering a plea of Nolo Contendere or No Contest? YES ☐ NO ☐
(You must disclose any conviction which has been dismissed or removed under Penal Code section 1203.4).

Have you ever been involved as a suspect in a child abuse investigation? Yes ☐ No ☐

By submitting this application to the California Department of Social Services (CDSS), you are consenting to have the CDSS: 1) conduct a background check for criminal convictions with the California Department of Justice (DOJ); 2) conduct a search for incidents of child abuse reported to the Child Abuse Central Index (CACI) maintained by the DOJ and 3) conduct a criminal background check with the Federal Bureau of Investigation (FBI). All reports of child abuse found in the CACI will be confirmed with the local contributing Child Protective Agency before a report is used to evaluate a TrustLine applicant. Upon becoming a registered TrustLine provider, your name will be entered onto the TrustLine Registry that is maintained by the CDSS. Once registered, CDSS will review and evaluate subsequent reports of criminal convictions, and reports of child abuse sent to the CACI. Your status on the TrustLine Registry may be checked through the California Child Care Resource and Referral Network (1-800-822-8490) by parents, employment agencies, transport escort services, and child care resource and referral agencies, as permitted by law.

I understand that any false statements or declarations may result in the denial of my application. Therefore, I declare under penalty of perjury under the laws of the State of California that the information supplied on this application is true and correct. To verify that you have read and understood the above information, your signature is required.

Signature

Date

12. PLEASE CHECK, IF APPROPRIATE

- ☐ NANNY AGENCY
☐ TRANSPORT ESCORT SERVICE
☐ OTHER, Specify _____
 Name & Address: _____

ID# _____
 ID # _____
 ID # _____

13.

OFFICIAL USE ONLY

CHILD CARE RESOURCE
AND
REFERRAL PROGRAM:

ID# _____